CREDITING CHARGES ON TEST CALLS

1. GENERAL

1.01 This section describes procedures for crediting customers' accounts for charges resulting from tests or demonstration calls made by telephone company personnel.

1.02 This section should be addended locally with a list of test telephone numbers that will not involve charges.

2. APPLICATION

2.01 It shall be the responsibility of the telephone company employee placing the call to request the operator to prepare a credit ticket for any test or demonstration call (or calls) billable to a customer's account .

2.02 Typical cases requiring credit adjustment are:

- End-to-end (station-to-station) test calls on DATA-PHONE services in connection with installation or repair work
- Calls to telephone company locations in which a charge applies
- Demonstration calls or customer training involving charges
- Out-of-band calls on WADS and WATS services
- Calls on message rate lines
- Calls on TWX lines
- Calls on measured time lines.

3. CREDIT REQUEST PROCEDURE

DIRECT DIALED TEST CALLS

A. Telephone and DATA-PHONE Services

3.01 The procedure used for crediting calls dialed direct over the DDD network is the same as when requesting credit for "wrong number reached" or "poor transmission" on regular telephone service.

(1) Call operator and identify yourself as a telephone company employee and give your name.

(2) State that you are requesting credit on a DATA-PHONE service or WATS test call (calls).

(3) Furnish calling and called numbers and locations.

(4) Furnish time call began (when called party answered) and elapsed time of call (to nearest minute). It is important that the elapsed time of call be accurate, especially in the case of measured time service.

Note: Where a series of calls are placed consecutively from and to the same locations, a single report to the operator will suffice. The elapsed time shall be from the starting time of the first call to the ending time of the last call. The total number of calls placed should also be given.

B. TWX and WADS Services

For TWX and WADS services it will be necessary to contact the TWX-WADS operator (number 954-1212) to request credit adjustment. Communication with the TWX-WADS operator must be via a teletypewriter machine.

3.02 The TWX-WADS operator shall be furnished the following information, in the sequence shown:

CREDIT (called number) TEST (employee's name) (number of calls) CALLS (elapsed time) MINS THIS IS (calling number) (time call began).

For example, two test calls were placed from number 201-621-8157 to number 205-328-3873. The total duration of the two test calls was 17 minutes and the first call began at 3:10 pm. The test calls were made by J. B. Jones. Credit request text should read as follows:

CREDIT 205-328-3873 TEST
J B JONES 2 CALLS 17 MINS
THIS IS 201-621-8157 310PM.

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OPERATOR HANDLED CALLS

3.03 The operator shall be requested to mark the ticket so the customer will not be billed by stating, "This is a test call." Employee shall also furnish his name and any additional information required by the operator.

4. VERIFICATION PROCEDURE

4.01 Normally, written verification is not required; however, if written verification is desired, Form E-4130 (Fig. 1) may be used.

4.02 When Form E-4130 is used it should be filled in as follows:

- CENTRAL OFFICE — Enter serving central office in which line is terminated (in some cases serving office may not be local office).
- SERIAL NO. — Local option.
- TYPE AMA TEST CALL — Check appropriate block.
- SUBSCRIBERS LINE NO. — Enter customer's number of line from which call is being made.
- DATE — Enter date call is made.
- TIME — Enter time call started (time called party answered) and time call ended. If a series of calls are to be credited, the time the first call started and the time the last call ended should be entered.
- NO. CALLED — Enter area code, office code, and line number of the called party.
- REASON FOR TEST — Enter type of call, eg, installation tests — DATA-PHONE service; repair visit — TWX service, etc. After operator has been contacted and requested to prepare credit ticket, make notation in this space "operator notified." Employee making test call should also enter his initials in this space.
- SUPERVISOR — The supervisor of the employee originating form should sign in this space, after verifying that form has been properly completed.

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CREDIT FOR DIALED AMA TEST CALLS

E-4130 (8-53)

CENTRAL OFFICE WOODLAWN SERIAL NO. 12

TYPE AMA TEST CALL: TOLL ☒ MESSAGE UNIT ☐

SUBSCRIBERS LINE NO. 595-3434 DATE 3-12-63 TIME 10 07 AM / 10 13 AM

NO. CALLED: 201 (AREA CODE) 949 (OFFICE CODE) 3034 (LINE NO.)

REASON FOR TEST: REPAIR VISIT — DATA-PHONE SERVICE

OPERATOR NOTIFIED SHB

T. C. Smith SUPERVISOR

BSP. A309.404

Fig. 1 — Example of Completed Form E-4130

CREDITING CHARGES ON TEST CALLS SUPPLEMENTARY INFORMATION

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1. GENERAL 1

2. SUPPLEMENTARY INFORMATION 1

1. GENERAL

1.01 This appendix provides supplementary information for crediting charges on test calls.

1.02 The appendix provides instructions for crediting customers bills for test and wrong number calls on Switched Services Network Off-Net Access Lines.

1.03 This information was formerly contained in Addendum 010-250-001PN, Issue B which is hereby canceled.

2. SUPPLEMENTARY INFORMATION

2.01 Report verbally to the Administrative Organization Chairman (see Table A) for the particular network involved, all details of test calls made by plant forces on Switched Services Off-Net Access Lines which would cause a charge on the customer's bill. **Keep an information record of these reports locally.** Customers may report wrong numbers in the same manner. The Administrative Organization Chairman will arrange for credit through the proper telephone company business office which handles billing for the off-net access lines that are involved.

TABLE A

ADMINISTRATIVE ORGANIZATION CHAIRMAN FOR SWITCHED SERVICES NETWORKS

NETWORK	ADMIN. ORG. CHAIRMAN	
GEN. ELECTRIC	J. G. O'BRIEN	L. L. 518-472-5750
BOEING CO.	A. W. HERBERS	L. L. 206-226-9401
STATE OF WASH.	J. J. RUTHERFORD	PNB 206-943-4842
*AUTOVON	J. M. DOYLE	L. L. 202-466-4075
*FTS	E. B. ULLMAN	L. L. 202-466-4303
*WEYERHAEUSER (Tandem PBX)	J. E. EYRE	L. L. 206-272-8461

*Test calls are not expected to develop for these networks. No automatic Off-Net Access Lines are provided at this time.

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CREDITING CHARGES ON TEST CALLS

1. GENERAL

1.01 This addendum provides additional information regarding lists of test numbers. Issue B adds instructions for crediting customers' bills for test and wrong number calls on Switched Services Network Off-Net Access Lines.

1.02 A list of test telephone numbers that will not involve charges may be prepared from information obtained from the Chief Switchman of the serving central office to which the tests are to be made. Such a list should be filed with local copies of this section which are available to craftsmen making test calls.

1.03 Details of Test Calls made by Plant Forces on Switched Services Off-Net Access Lines which would entail a charge on a customer's bill shall be reported verbally by the originator to the Administrative Organization Chairman for the particular Network involved as indicated below. An Info Record of such reports shall be kept locally. Customers may report wrong number calls in the same manner. The Administrative Organization Chairman will arrange for credit through the proper Telco Business Office which handles billing for the Off-Net Access Lines involved.

NETWORK	ADMIN. ORG. CHAIRMAN		
GEN. ELECTRIC	J. G. O'BRIEN	L. L.	518-471-6387
BOEING CO.	N. R. CRANE	L. L.	206-226-9400
STATE OF WASH.	J. J. RUTHERFORD	PNB	206-943-4842
* AUTOVON	J. M. DOYLE	L. L.	202-466-4075
* FTS	E. B. ULLMAN	L. L.	202-466-4303
* WEYERHAEUSER (Tandem PBX)	A. W. HERBERS	L. L.	206-272-8461

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